Collaborative Problem Solving

2005 Public Safety Outreach Conference

Feaster & Associates

Challenges for Collaborative Problem Solvers

- Finding and using a problem solving model correctly
- Shedding expert roles
- Getting others actively involved

Collaboration Vs. Cooperation

- Active Vs. Passive
- Both involve people with similar goals.
- Both involve deciding on a solution to a problem.

COLLABORATIVE PROBLEM SOLVING

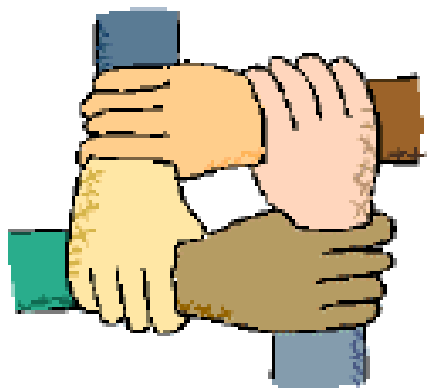
- Involves active participation
- Uses everyone's expertise (volunteers/staff)
- Encourages customized solutions
- Develops many information sources
- Creates accountability and ownership
- Addresses underlying conditions

WHY COLLABORATE?

- Provides leadership
- Reduces costs - Augments limited resources
- Empowers volunteers
- Strengthen existing efforts
- Problems are larger than individuals
- Need for accountability - must assume responsibility for solutions

Stakeholders

- Who is a stakeholder?
  - Someone who is directly impacted by the problem.

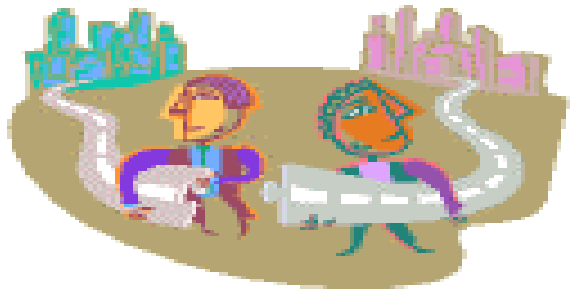


What is a Problem?

- Two or more incidents;
- Similar in nature;
- Capable of causing harm; and
- Community's expectation that something will be done about it.

Levels of Problem Solving

- Simple - Individual
- Moderate - Small Group/Team
- Complex - Organizational Collaboration



SARA Problem Solving Model

Problem Solving Involves

S	A	R	A
Scanning	Analysis	Response	Assessment
Identify internal or external problems.	Understand conditions that cause problems to occur.	Develop & Implement Solutions.	Determine the Impact.

Legitimate Expectations of Problem Solving

- Eliminate the problem
- Reduce the problem
- Repair the problem
- Reduce the harm
- Move the problem

Scanning Steps

- List problems
- Prioritize problems
- Select a problem

Analysis Steps

Step 1

- What conditions or events precede the problem?
- What conditions or events accompany the problem?
- What are the problem's consequences?
- What harms result from the problem?

Analysis Steps

Step 2

- How often does the problem occur?
- How long has this been a problem?
- What is the duration of each occurrence of the problem?
- What are your conclusions about why the problem occurs?

RESPONSE

BRAINSTORM

RESPONSE

- Consider feasibility and choose among alternatives.
- What needs to be done before the plan is implemented.
- Who will be responsible for preliminary actions.

Response Steps

- Outline the plan and who might be responsible for each part.
- Will this plan accomplish all or part of the goal?
- State the specific goals this plan will accomplish.

Response Steps

- Realistically, what are the most likely problems with implementing the plan?
- What are some possible procedures to follow when the plan is not working or when it is not being implemented correctly?

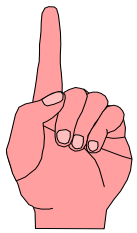
Assessment Steps

- Was the plan implemented?
- What was the goal as specified in response?
- Was the goal attained?
- How do you know if the goal was attained?

Assessment Steps

- What is likely to happen if the plan is removed?
- What is likely to happen if the plan remains in place?
- Identify new strategies to increase the effectiveness of the plan.
- How can the plan be monitored in the future?

Consensus: The Three Finger Method

- Support 
- Support with reservations 
- VETO 

What does a formal Community Engagement look like…

- Gathering of stakeholders
- Not another meeting/outcomes
- Team building activities - Vision
- SARA model/consensus
- Action Plan